

Job Title: Free Store Director (Part-Time, 20 hrs/wk)

Organization: Story Church – Twice Blessed Free Store

Location: 9901 Madison Avenue, Cleveland, Ohio (On-site Saturdays + Flexible Weekdays)

Reports To: Story Church Campus Pastor

Position Overview

Story Church is seeking a strategic and operationally minded **Free Store Director** to lead the Twice Blessed Free Store. In this role, you will not just manage a store—you will build the volunteer-driven systems that make it run. You will align shoppers, volunteers, donations, and community partnerships to create a dignified, effective, and welcoming environment that demonstrates Christ's love to our neighbors. If you are a systems builder who loves coaching people and creating order out of moving parts, we want to hear from you.



Core Purpose & Impact

- **Operational Leadership:** Directs the weekly operations of the Twice Blessed Free Store.
- **Dignified Hospitality:** Creates a welcoming environment for diverse shopper populations.
- **Mission Alignment:** Connects church resources to community needs to show Christ's love.
- **System Builder:** Shifts the store from a person-dependent model to a process-driven model.



Key Responsibilities

- **What Only You Can Do:** Manage the budget, purchase supplemental goods, and handle consignment transactions.
- **Systems You Must Build:** Create intake, sorting, storage, and inventory replenishment workflows.
- **On-Site Management:** Act as the active commander during store hours by monitoring registration, the floor, and sorting.
- **People Leadership:** Train, coach, and direct volunteers while developing leadership pipelines for team leads.
- **Partnerships:** Maintain local connections for inventory supply lines, such as seasonal coat drives.



Clear Role Boundaries

- **Not a Pastor:** You are not responsible for spiritual counseling.
- **Not a Case Manager:** You do not provide social work or counseling services.
- **Not Shift Coverage:** You are not the default backup when volunteers call out.



Logistics & Hierarchy

- **Time Commitment:** 20 hours per week (split between Saturday store hours and flexible weekdays).
- **Reports To:** Story Church Pastor.
- **Key Partners:** Volunteer Coordinator, Language Services Coordinator, and Community Interpreters.



What Success Looks Like

- **Self-Sustaining Operations:** The store runs smoothly with minimal structural disruptions.
 - **Delegated Leadership:** Volunteer team leads manage daily tasks with minimal intervention from you.
 - **Efficient Supply Chain:** Bottlenecks disappear in sorting and inventory transport.
 - **Reduced Direct Labor:** Your personal hours shift from routine tasks to high-level system building.
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Core Responsibilities

- **Operational Leadership:** Manage weekly store operations, ensuring safety, policy compliance, and smooth logistics.
 - **System Design:** Build and maintain scalable, volunteer-led workflows for inventory intake, sorting, and floor restocking.
 - **On-Site Management:** Serve as the primary leader during active Saturday store hours, monitoring workflows and resolving real-time issues.
 - **Volunteer Coaching:** Train, direct, and coach volunteers; identify and develop high-potential volunteer Team Leads.
 - **Financial & Supply Management:** Manage budget guidelines to purchase supplemental inventory and handle consignment transactions.
 - **Partnership Maintenance:** Cultivate relationships with local partners for seasonal supply programs (e.g., winter coat drives).
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What Success Looks Like

- The store operates consistently week-to-week with minimal disruption.
- Routine tasks are successfully delegated to a growing network of volunteer Team Leads.

- Inventory bottlenecks in transport and sorting are eliminated through efficient workflows.
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Qualifications

Required:

- Strong organizational, administrative, and communication skills.
- Proven ability to coordinate diverse teams and activities in a fast-paced environment.
- Demonstrated experience building or improving operational systems.
- Alignment with the mission, values, and community-focused heart of Story Church.

Preferred:

- Leadership experience in nonprofits, ministry, retail, logistics, hospitality, or volunteer management.
 - Experience working alongside diverse populations.
 - Strong problem-solving and conflict-resolution skills.
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Role Boundaries & Expectations

- **Time Commitment:** 20 hours per week. This is split between mandatory Saturday operations and flexible weekday planning/coordination.
 - **Note:** This is an operational leadership role. The Director functions as a system manager and is not expected to act as a pastor, counselor, case manager, or automatic backup coverage for volunteer shortages.
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To Apply

Please submit your resume and a brief cover letter explaining your experience building operational systems or leading volunteer teams to office@rrumc.org by **Saturday, August 1, 2026**.